



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

APPLICANTS: Garrett R. Goldfield, William K. Scarvie III, David Murray
 and Todd Haseyama

APPLICATION NO.: 10/751,194

FILING DATE: December 31, 2003

TITLE: PROVIDING SOFTWARE APPLICATION HELP BASED ON HEURISTICS

EXAMINER: Not yet known

GROUP ART UNIT: 2122

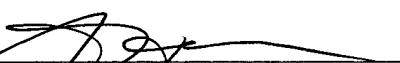
ATTY. DKT. NO.: 16319-08173

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Missing Parts, Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

Dated: OCT 22/04

By: _____


 Amir H. Raubvogel, Reg. No.: 37,070

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**DECLARATION OF FACTS BY PERSON HAVING FIRST HAND KNOWLEDGE
 IN SUPPORT OF FILING ON BEHALF OF
 OMITTED INVENTOR, DAVID MURRAY, UNDER 37 C.F.R. SECTION 1.47(a)**

Dear Sir:

This Declaration of Facts is made as to the facts that are relied upon to establish diligent effort to secure the execution of the COMBINED DECLARATION AND POWER OF ATTORNEY by the omitted inventor, David Murray, for the above-referenced patent application after deposit in the U.S. Patent and Trademark Office.

This Declaration of Facts is being made by an available person having first-hand knowledge of the facts recited therein.

I, Mike Graves, being employed by Intuit Inc. and having a business address at 2535 Garcia Avenue, Mountain View, CA 94043, hereby declare that:

1. I am the Patent Program Manager at Intuit Inc.
2. It is my information and belief that David Murray is a co-inventor of the subject matter claimed in the above-referenced application.
3. It is my information and belief that David Murray's last known home address is 7302 Spinnaker St., Carlsbad, CA 92009.
4. On December 31, 2003, the above-referenced application, including a specification with drawings and claims and an abstract, was filed with the U.S. Patent and Trademark Office.
5. On May 7, 2004, we received a NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION for the above-referenced application.
6. On June 18, 2004, I mailed via a UPS package (with Tracking No. 1Z3746W21350438929) to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009, a Specification including the Claims and Drawings, a Combined Declaration and Power of Attorney and a cover letter requesting David Murray to execute the Declaration. (Exhibit A)
7. The UPS online Shipment Details for the package sent to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 (with Tracking No. 1Z3746W21350438929) indicates that the package was delivered on June 21, 2004 and left at the front door. (Exhibit B)
8. On July 12, 2004, I mailed another package via UPS (with Tracking No. 1Z3746W20253767439) to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 with a

Combined Declaration and Power of Attorney and a cover letter requesting David Murray to execute the Declaration. (Exhibit C)

12. The UPS online Shipment Details for the package sent to David Murray at 7302 Spinnaker St., Carlsbad, CA 92009 (with Tracking No. 1Z3746W20253767839) indicates that the package was delivered on July 14, 2004 and left at the front door. (Exhibit D)

I hereby declare that all statements made herein to the best of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful statements may jeopardize the validity of the application or any patent issued thereon.

Respectfully submitted,



Dated: 10/21/04

Mike Graves
Intuit Inc.
2535 Garcia Avenue
Mountain View, CA 94043



Intuit Domestic Shipping Form

Contacting Xerox Shipping and Receiving
650-944-5323 or 650-944-3020

All fields of this form must be filled out completely to accurately process and track this shipment

Name	Lucy Letcher	Extension	45212
Department Number	677 -4722	Today's Date	6/18/04

Requested Service	Delivery Commitment
<input type="checkbox"/> Priority Overnight	10:30 AM Next Business Day
<input checked="" type="checkbox"/> Standard Overnight	3:00 PM Next Business Day – 12% SAVINGS
<input type="checkbox"/> 2 Day Service	2 Business Days – 80% SAVINGS
<input type="checkbox"/> Ground	2-5 Business Days – 225% SAVINGS
<input type="checkbox"/> Signature required	Courier to obtain signature from recipient
<input type="checkbox"/> Special Delivery	Next day by 8:00AM – additional charges apply
<input type="checkbox"/> Residential Delivery	Please check for residential address/delivery

For more information on Mountain View Shipping Services, please check the Mail & Copy Services portion of the MV Corporate Services web site @ http://home.intuit.com/corporate_services/mt_view/mail_copy/shipping.html

Shipping Information
(UPS and Fed Ex will not ship to PO Boxes)

Name	David Murray
Company	
Address	7302 Spinnaker St.
City	Carlsbad
State	CA
Zip	92009
Phone Number	

Xerox use only below this line

Tracking Number	
Quality Control By	
Address Confirmation By	

7531953754

Sender's Copy

From Please print and press hard.

Date Sender's FedEx Account Number 737-4349

Sender's Name David Murray Phone ()

Company _____

Address _____ Dept./Floor/Suite/Room _____

City _____ State _____ ZIP _____

Your Internal Billing Reference
First 24 characters will appear on invoice.

OPTIONAL

To Recipient's Name Mike Graves Phone (650) 944-3020

Company Intuit #12195

Address 2632 Marine Way
To "HOLD" at FedEx location, print FedEx address.

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address _____ Dept./Floor/Suite/Room _____

City Mountain View State CA ZIP 94043

Try online shipping at fedex.com

By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at fedex.com
or call 1.800.Go.FedEx® 800.463.3339.

4a Express Package Service

FedEx Priority Overnight
Next business morning

FedEx Standard Overnight
Next business afternoon

Packages up to 150 lbs.
Delivery commitment may be later in some areas.

FedEx First Overnight
Earliest next business morning
delivery to select locations

FedEx 2 Day
Second business day
FedEx Envelope rate not available. Minimum charge: One-pound rate

FedEx Express Saver
Third business day

4b Express Freight Service Packages over 150 lbs.
Delivery commitment may be later in some areas.

FedEx 1 Day Freight*
Next business day

FedEx 2 Day Freight
Second business day

FedEx 3 Day Freight
Third business day

* Call for Confirmation.

* Declared value limit \$500

5 Packaging

FedEx Envelope*

FedEx Pak*
Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak

Other

6 Special Handling

SATURDAY Delivery

Include FedEx address in Section 3.

Available ONLY for
FedEx Priority Overnight and
FedEx 2 Day to select ZIP codes

HOLD Saturday
at FedEx Location
Available ONLY for
FedEx Priority Overnight and
FedEx 2 Day to select locations

Does this shipment contain dangerous goods?

One box must be checked.

No Yes Yes
Dangerous Goods (including Dry Ice) cannot be shipped in FedEx packaging.

Dry Ice
Dry Ice, 9, UN 1945 x kg
 Cargo Aircraft Only

7 Payment Bill to:

Sender Recipient Third Party Credit Card Cash/Check
Acct. No. in Section 4
I will be billed.

FedEx Acct. No.
Credit Card No.

1377-4363-9

Exp. Date

Total Packages Total Weight Total Declared Value*

\$.00

Your liability is limited to \$100 unless you declare a higher value. See back for details.

FedEx Use Only

8 Release Signature

Sign to authorize delivery without obtaining signature.

By signing you authorize us to deliver this shipment without obtaining a signature
and agree to indemnify and hold us harmless from any resulting claims.

Rev. Date 10/01 • Part #157612 • ©1994-2001 FedEx • PRINTED IN U.S.A. WCSL 02

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Letcher, Lucy

From: Kendall, Lee
Sent: Monday, June 21, 2004 10:18 AM
To: Letcher, Lucy
Subject: UPS Tracking Numbers

Hi Lucy,

Here are your UPS tracking numbers for your shipments on 6/18/04.

- 1) David Murray 1z3746w21350438929
- 2) Paula Daniels @ Wintellect 1z3746w20151574712

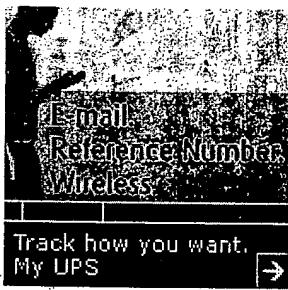
Thank You,

Lee Kendall
IKON Site Operations Manager
Intuit -Mountain View

(650) 944-3054 Office
(650) 944-6688 Fax
lee_kendall@intuit.com

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- [**→ Track by Tracking Number**](#)
- [**→ Track by Reference Number**](#)
- [**→ Import Tracking Numbers**](#)
- [**→ Track by E-mail**](#)
- [**→ Get Quantum View Files**](#)
- [**→ Request Quantum View Notify**](#)
- [**→ Void a Shipment**](#)
- [**→ Help**](#)



Find Answers to Your Tracking Questions

[**→ Go to Tracking Number FAQ**](#)

Track by Tracking Number

View Details

Status:	Delivered
Delivered on:	Jun 21, 2004 12:03 P.M.
Location:	FRONT DOOR
Delivered to:	CARLSBAD, CA, US
Shipped or Billed on:	Jun 18, 2004
Tracking Number:	1Z 374 6W2 13 5043 892 9
Service Type:	NEXT DAY AIR SAVER

Package Progress:

Date/Time	Location	Activity
Jun 21, 2004 12:03 P.M.	SAN MARCOS, CA, US	DELIVERY
5:40 A.M.	SAN MARCOS, CA, US	OUT FOR DELIVERY
4:40 A.M.	SAN MARCOS, CA, US	ARRIVAL SCAN
Jun 19, 2004 6:39 A.M.	ONTARIO, CA, US	DEPARTURE SCAN
Jun 18, 2004 10:55 P.M.	ONTARIO, CA, US	ARRIVAL SCAN
9:48 P.M.	OAKLAND, CA, US	DEPARTURE SCAN
8:53 P.M.	OAKLAND, CA, US	ARRIVAL SCAN
7:30 P.M.	SUNNYVALE, CA, US	DEPARTURE SCAN
7:04 P.M.	US	BILLING INFORMATION
6:05 P.M.	SUNNYVALE, CA, US	RECEIVED
5:57 P.M.	SUNNYVALE, CA, US	ORIGIN SCAN
5:21 P.M.	SUNNYVALE, CA, US	FORWARDED TO THE FACILITY IN THE DESTINATION CITY
		PICKUP SCAN

Tracking results provided by UPS: Sep 1, 2004 2:14 P.M. Eastern Time (USA)

NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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Intuit Domestic Shipping Form

Contacting Xerox Shipping and Receiving

650-944-5323 or 650-944-3020

All fields of this form must be filled out completely to accurately process and track this shipment

Name	Lucy Letcher	Extension	45212
Department Number	677 -4722	Today's Date	7/14/04

Requested Service	Delivery Commitment
<input type="checkbox"/> Priority Overnight	10:30 AM Next Business Day
<input type="checkbox"/> Standard Overnight	3:00 PM Next Business Day – 12% SAVINGS
<input checked="" type="checkbox"/> 2 Day Service	2 Business Days – 80% SAVINGS
<input type="checkbox"/> Ground	2-5 Business Days – 225% SAVINGS
<input type="checkbox"/> Signature required	Courier to obtain signature from recipient
<input type="checkbox"/> Special Delivery	Next day by 8:00AM – additional charges apply
<input type="checkbox"/> Residential Delivery	Please check for residential address/delivery

For more information on Mountain View Shipping Services, please check the Mail & Copy Services portion of the MV Corporate Services web site @ http://home.intuit.com/corporate_services/mt_view/mail_copy/shipping.html

Shipping Information (UPS and Fed Ex will not ship to PO Boxes)

Name	David Murray
Company	
Address	7302 Spinnaker St.
City	Carlsbad
State	CA
Zip	92009
Phone Number	

Xerox use only below this line

Tracking Number	
Quality Control By	
Address Confirmation By	

please email

FedEx Express USA Airbill

Flight Number 837531953695

1 From Please print and press hard.

Date

Senders

Name

David Murray
Company

Address

7302 Spinaker St.
Fax/24 hours call 800-463-3339

City

State

ZIP

CA 92009
Drap/Repy/StarRoom

2 Your Internal Billing Reference

Phone

3

10

Recipients

Name

Phone

4

10

Company

5

10

Address

To

Address

6

10

Address

To

Address

7

10

Address

To

Address

8

10

Address

To

Address

9

10

Address

To

Address

10

10

Address

To

Address

Try online shipping at fedex.com

By using this Airbill you agree to the service conditions on the back of this Airbill

and in our current Service Guide, including terms that limit our liability.

Questions? Visit our Web site at fedex.com

or call 1.800.Go.FedEx® 800.463.3339.

Sender's Copy

4a Express Package Service

FedEx Priority Overnight FedEx Standard Overnight FedEx First Overnight
Next business morning FedEx Next Business Day
Delivery to select locations

4b Express Freight Service

FedEx 1Day Freight* FedEx 2Day Freight FedEx 3Day Freight
Next business day FedEx 2Day Freight
Second business day FedEx 3Day Freight
Third business day

*Cutoff Confirmation
Delivery commitment may be later in some areas.
*Declined value limit \$500

5 Packaging

FedEx Envelope* FedEx Pak*
Includes FedEx Small Pak, FedEx Large Pak, and FedEx Study Pak
 Other

6 Special Handling

SATURDAY DELIVERY HOLD Monday
Available ONLY for FedEx Priority Overnight and FedEx Location NOT Available for FedEx 2Day or 3Day Freight
 FedEx Priority Overnight and FedEx 2Day to select locations

7 Payment Bill

FedEx Acct. No. or Credit Card No. below.

Sender Recipient Third Party Credit Card
Act. Acct. No. Section
Act. Acct. No. Section
Act. Acct. No. Section

Dangerous Goods (including Dry Ice) cannot be shipped in FedEx packaging.

Yes As per instructions Same Day Delivery
Not Available for FedEx Priority Overnight and FedEx 2Day to select locations

Dry Ice & UN 1805

Cargo Aircraft Only

Credit Card Cash/Check

FedEx Use Only

RETAIN THIS COPY FOR YOUR RECORDS.

Total Packages Total Weight Total Declared Value
1 .00 .00

Your liability is limited to \$100 unless you declare a higher value. See back for details.

By signing you authorize us to deliver this shipment without obtaining a signature and agree to indemnify and hold us harmless from any resulting claims.

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P.O. Box 7850
Mountain View, CA 94039-7850
<http://www.quicken.com>

July 12, 2004

Mike Graves
Intuit
2535 Garcia Avenue,
Mountain View, CA 94043

David Murray
7302 Spinnaker Street
Carlsbad, CA 92009

Dear David:

I hadn't heard back from you, so I thought I'd follow up.

Enclosed are two forms for your signature, following up on the voice mail message I recently left. These are required to finalize filing the patent application on which you are named as an inventor, Providing Software Application Help Based on Heuristics.

Please sign the Combined Declaration and Power of Attorney form first, under your name on page 3. I am collecting the signatures of the other inventors separately.

Only after signing the Combined Declaration, please also sign the Assignment form. Please sign this form in the presence of a Notary Public and have the Notary sign and apply his/her seal. Let me know if you incur any expenses for notarization, obtain a receipt, and I will reimburse you. Your bank should be able to provide notary service.

After you have signed the documents, please return them to me in the enclosed envelope. If you have any questions, please don't hesitate to give me a call (650-944-5492) or contact me via email (mike_graves@intuit.com).

Thanks very much,

A handwritten signature in black ink, appearing to read "Mike Graves".

Mike Graves
Patent Program Manager

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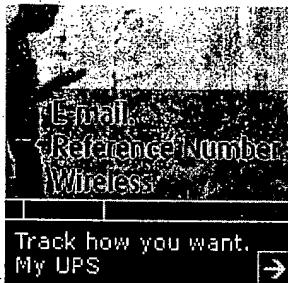
- [Track by Tracking Number](#)
- [Track by Reference Number](#)
- [Import Tracking Numbers](#)
- [Track by E-mail](#)
- [Get Quantum View Files](#)
- [Request Quantum View Notify](#)
- [Void a Shipment](#)
- [Help](#)

||||| Track by Tracking Number

View Details

Status: Delivered
Delivered on: Jul 14, 2004 1:09 P.M.
Location: MAT/FRONT
Delivered to: CARLSBAD, CA, US
Shipped or Billed on: Jul 12, 2004

Tracking Number: 1Z 374 6W2 02 5376 783 9
Service Type: 2ND DAY AIR
Weight: .30 Lb

**Package Progress:**

Date/Time	Location	Activity
Jul 14, 2004	SAN MARCOS, CA, US	DELIVERY
1:09 P.M.	SAN MARCOS, CA, US	OUT FOR DELIVERY
6:00 A.M.	SAN MARCOS, CA, US	ARRIVAL SCAN
3:45 A.M.		
Jul 13, 2004	VERNON, CA, US	DEPARTURE SCAN
11:40 P.M.	VERNON, CA, US	ARRIVAL SCAN
2:20 P.M.	SUNNYVALE, CA, US	DEPARTURE SCAN
3:33 A.M.		
Jul 12, 2004	SUNNYVALE, CA, US	ORIGIN SCAN
9:05 P.M.	US	BILLING INFORMATION
7:23 P.M.		RECEIVED

Tracking results provided by UPS: Sep 2, 2004 5:04 P.M. Eastern Time (USA)

NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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